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## ABSTRACT

The invention relates to a method for electronically storing, retrieving and/or modifying records and for sequentially steering a process of interrelated actions in respect of said records, using a computer system that includes a display unit, an input unit, a memory unit and a processing unit. The method employs at least one recorded catalogue of recommended actions.

Bb The recorded catalogue(s) of recommended actions comprise hierarchised sequences of alternative actions. The method generates electronic forms which include a list of recommended actions, information-input requests and/or decision-requests, in function of the hierarchised sequences of alternative actions of the catalogue of recommended actions, and in function of the past history of actions. The invention also relates to a computer system programmed to operate such a system.

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